Meeting 4/18/98

Congratulations, you have been hired to work as a consultant for the RUCS Campus Computing Facilities. In particular, you have been hired to work in the College Avenue facilities --- The College Avenue Computer Center, Rutgers Student Center and Satellite Lab. However, you will be permitted to work on any CCF labs on other campuses, provided the managers of those sites choose to fit you into their site schedules. You will be allowed to start working for us at the beginning of the Fall 1998 semester. There are a few things you need to be aware of:

1) You must go to the RUCS business office during the summer to do paperwork adding you to our payroll. If you do not do this, you will not be allowed to work for any RUCS/CCF Computing lab until you do. In particular, you must go see Marlene J. Reiss in Hill Center room 265 on the Busch Campus after Monday, August 17, 1998. Call Marlene first before heading over there since she might not be in. Her number is 445-3792. **You will need to bring your license and social security card to Marlene**. If this is a problem, get in touch with us or Marlene immediately. All paperwork must be completed before you will be considered to be an employee of RUCS (signed by Marlene Reiss and Caroline Phillipuk.) All paperwork must be returned to the site that hired you.

2) Some important dates:

September 12 & 13, 1998 from 8am-12noon (approximately)
- New Consultant Training Meeting at the College Avenue Computer Center (CACC).
- You will learn the job of being a lab consultant.
- **You are required to attend this meeting.**

Saturday, September 19, 1998 from 1pm-4pm (approximately)
- College Avenue Consultant Training.
- All consultants are required to be here to learn all specific policies applicable to the College Avenue Computing Facilities.
- You are required to attend this meeting if you want to work at any College Avenue site.

Sunday, September 20, 1998
- Permanent schedules will go into effect.

3) During the first few weeks of school, the sites are staffed based on a temporary schedule. To work during this time, you should show up at CACC anytime after August 17, 1998 (meaning you have to take care of your own paperwork) and add your name to the schedule. We strongly encourage you to do this, as it will help us out tremendously. **You can not sign up for temporary shifts until it has been approved by a manager.**

4) Also after August 17, 1998 you will need to submit a request for permanent shifts. This is done by using the on-line shift requester that we demostrated during the New Consultant Meeting. When you are ready to use this, seek help from a manager. Remember to request at least three times as many shifts as you are willing to work, as you are not guaranteed in getting all your requests. You will need to complete this process by the time add/drop is over. A permanent schedule will come out several days later approximately one week before regular shifts begin, (approximately) September 13, 1998. Any shifts you are assigned on this schedule, you will be required to work during the rest of the semester.

5) As a new consultant, you are required to attend the training meetings listed above. The meetings can last up to 4 hours each. Don't plan anything else for these times. **Failure to attend the training meetings means that you can not work at our sites.** (By the way, you will get paid for these meetings.)

6) Some people get worried that they do not know enough to work at our sites. It is true that you may get a variety of questions. You also will be expected to perform a number of new tasks fairly soon after you have been hired. In order to ease your concerns, we offer a 'volunteer' program for new workers to get familiar with the sites. **During the summer we strongly encourage you to work at CACC as a "volunteer" for a day or two.** This is an excellent way to learn your new job and get used to the lab. If you volunteer during this summer, you will be sure to learn the job directly from one of our current managers who will stay by your side throughout the day and teach you as much as possible. Since the labs are rarely busy during the summer there will be much time devoted to explaining new things to you. This is the most valuable training you can possibly get. Please consider volunteering. If you are interested, call up CACC (932-8541) and talk to one of the managers to arrange a good time to come in as a volunteer worker.

7) If for some reason, you decide you no longer want or can work for us, please contact us as soon as possible and let us know. We will need to hire a replacement for you. Our phone number is (732) 932-8541 and our email address is cacc_lab@email.rutgers.edu.

Again, congratulations. We look forward to working with you. The managers and consultants at the College Avenue sites try very hard to make our labs very friendly to users. These sites are completely run by students. The students usually become very proud of the services they provide and the sites they run. We welcome you to our team.

Have a good summer,

The College Avenue Computing Management:
Jacqueline, Dave, Frank, Rob, Dan, Elizabeth & Adrian

- ## Introduction

  Welcome to the Rutgers University Campus Computing Facilities staff. The following document contains the general rules, policies, and procedures which are effective at all RU general access labs. Your compliance with these guidelines is expected. Refer to site-specific documentation for explicit operating details. You may address any questions regarding the stated policies to your site management. We thank you in advance for your cooperation, and hope you find your work experience to be educational as well as fulfilling.

- ## UNIX Accounts

  New CCF consultants each receive toolbox, remus, and rci accounts. These accounts will be made accessible within two weeks of the hiring date. Should you encounter any problems with either of your new accounts, contact a site manager.

  Your toolbox (a.k.a. nbcs) account is for CCF work only. This is where you will receive all official emails from managers, campus supervisors, etc. It is also the medium in which CCF consultants communicate with one another, as with shift coverages, lab problems, etc. This should not be a storage location for personal files.

  The remus and rci accounts are SOLELY for assisting users who have valid accounts on these systems. They should not be used to store personal files, maintain homepages, receive email, etc. These accounts were created for you to establish a medium between a user having difficulty using something on that system, and the consultant assisting this user.

  UNDER NO CIRCUMSTANCES should you type the UNIX command "upquota" while logged on to rci. This is reserved exclusively for graduate students and faculty conducting research. CCF employees who fail to comply with this rule will be terminated immediately.

  If for any reason you leave your CCF position, these accounts will be removed. If you resign from your post, and give two weeks notice, you will be given two weeks from your last day to move your files. If you are

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terminated or give no notice, your accounts will be removed immediately.

• Responsibilities

As an "on duty" consultant, your primary purpose should be computing center users. Try to answer user questions as politely and effectively as possible. (*Note: Assist users in software manipulation only. Do not do their projects for them.*) If you are unable to answer a question personally, do not leave the user without at least a means of finding the answer. The protocol of alternatives is as follows:

1. Check user-documentation and/or software manuals.
2. Ask other consultants.
3. Ask a manager.
4. Call the Information Center (145-2296).

(Note: If the question is one to which you should know the answer, research it and arm yourself with that new knowledge.)

Let yourself be seen. Don't hide behind the consultants' desk. Try walking through the lab, straightening chairs, keyboards, and looking for down terminals. Users may be more comfortable asking questions while you are out on the floor.

When you are not involved in user-assistance, you are expected to tend to lab maintenance. Each site will have a planned cleaning schedule. If, during your shift, you are unable to complete your assigned duties, please document that in a memo to your manager.

1. terminals: Follow the prescribed cleaning schedule for your assigned site.
2. printers: Keep the printer areas neat. If there is an excessive build-up of unclaimed printouts, remove them from the tray. If a paper jam occurs, open the printer and pull the paper in the direction that it normally passes.
3. consultant/monitor areas: As a representative of RUCS, you are expected to treat the facilities in the same manner in which we would like the users to treat them. Keep your area neat, and do not use consultant terminals for IRC, MUDs, Internet BBSs or other games.

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4. **statistics**: Explained in a separate section.

Vouchers are completed on a biweekly basis by the Site Manager. After the vouchers are completed, copies without social security numbers are placed in a file folder for your perusal. Although every attempt has been made to ensure that no errors are made, they do occur. It is the responsibility of the consultant to check his/her voucher for any possible errors. Failure to do so may result in incorrect payment.

- ## Your Shift

Reporting To Your Shift
It is imperative that you arrive on time for all scheduled shifts; failure to do so will result in penalization. Do not forget to sign in at the start of your shift. This is how the hours that you work are recorded and processed for payment. In addition, a log book is provided for inter-shift and consultant-manager communication. Any general or network problems should be recorded there. Read new entries upon your arrival, and make note of any changes in status by the end of your shift. Check to see if the Instructional Micro Lab has been reserved for any time during your shift. Wear the "Consultant On Duty" badge in plain sight throughout the duration of your shift.

During Your Shift
While you are on duty, you are to tend to the tasks mentioned above. Also, be mindful of the following:

Phone/Fax Use
Each site is equipped with a telephone/fax system. The complexity of each system is site-specific (e.g. CACC has many internal phones, LCC has two). It is important that you are familiar with this. The phone is used to make Computing Services related calls only (e.g. other computing labs, the information center). However, the phone should be kept free for incoming calls. Under no circumstances should the fax be used for personal communications.

The computing facility is your place of business. Phone calls should be answered with this in mind. An example of proper telephone decorum is: "<greeting>, <site name>, <your name> speaking." Answering calls with a simple 'hello' is unacceptable.

Statistics
Statistics are to be taken on three items: opening printed page counts, hourly usage, and any toner changes.
1. **page counts**: To be taken at the beginning of each day.

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Follow documented procedures for each site and type of printer. These numbers are to be recorded in the manner prescribed by your specific site.

    2. hourly usage: Every hour, on the hour, a user count must be taken. These numbers are representative of Macintosh, IBM compatible, and X-Terminal usage. They are to be recorded in the manner prescribed by your specific site.

    3. toner changes: If a toner must be changed, the page count must be recorded on both the outgoing and incoming toners. The date of change as well as the consultant's initials must also be added to the toner label, then recorded in the manner prescribed by your specific site.

IML/Room Reservations

On duty consultants are responsible for knowing when classes are scheduled in the Instructional Microcomputing Lab, and should check the reservation schedule at the beginning of their shifts. Users must be asked to vacate at least 30 minutes in advance of the class to allow for sample time to send print jobs, and to save work.

Leaving Your Shift

When your shift is over, do not leave until the next consultant arrives. You will be paid for any overtime. (Be sure to make a note of it on the sign-in sheet). Notify your relief of any pending situations of which you feel he/she should be aware of.

For Extreme Emergencies Only: If there is no other consultant and you must leave the lab, please do the following:

1. attempt to contact any of the Assistant Managers
2. attempt to contact the Site Manager
3. send e-mail to the site manager describing the situation
4. post a sign stating that the lab is closed due to lack of coverage

(Note: Once you are no longer on duty but remain at the consultant terminals, or decide to buck any waiting lists by using your consultant terminal privileges, **you are on duty**. You are obliged to answer any user questions.)

Shift Substitution

If you need a replacement for your shift, you must inform the site managers at least one week in advance or, in the case of an emergency, as soon as possible. It is your responsibility to find a replacement. You may go about this by first, e-mailing <your site>_consults@email. If you get no response from other consultants at your site, then post a message on ru.rucs.us.consults. This will alert consultants at other sites as to the availability of your shift. If you find a consultant from another site, you

and your replacement must e-mail your site manager for approval. If your
replacement does not show up, the responsibility is yours, and you will be
dealt with according to RUCS discipline policy. Therefore, it is in your best
interest to get someone whom you can trust to fill the shift.

▪ Code of Conduct

As a consultant, you are our most visible representative. The way in
which you conduct yourself while dealing with students, faculty, and
co-workers is just as important as the support you provide. The image
that you are expected to project is that of a helpful, courteous, and
technically competent individual. While on duty, you are expected to
operate your site in an equitable, impartial, and orderly manner. You are
also responsible for the proper maintenance and operation of your site's
equipment. Furthermore, you are expected to fulfill user needs to the best
of your ability.

Failure to adhere to this code of conduct will result in disciplinary
action as described in site-specific consultant manuals. The penalty
will be in proportion to the severity of your infraction. If your offenses
are repeated and frequent, you may be subject to termination.

▪ Offensive Material

Consultant Guidelines for Dealing with Inappropriate Materials
Written by Paul Sullivan

While there are University policies pertaining to various forms of
harassment, these policies may or may not address the viewing and/or
storing of inappropriate, offensive, and/or sexually oriented material on
our public access machines. These guidelines are not intended to
interpret, change, or set any University policies, but to assist our student
Consultants in dealing with this issue.

Consultants (as well as other CCF student employees) are not
responsible for monitoring the appropriateness of materials displayed by
users on the lab machines. Consultants should not ask users to remove
materials which may offend them or others.

If complaints are made to Consultants by users about such materials,
the Consultant should:

1. offer to relocate the complainant to another machine where they will
not be exposed to the offending material; and

2. notify the site managers and campus supervisors of the incident. In
addition, anyone who feels offended or feels that they are being harassed

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may seek recourse through the University's existing policies.

Consultant or Staff support machines should not be used for the displaying and/or storing of inappropriate materials at any time. Consultants (or anyone else who is on duty) are not to be engaged in the displaying and/or storing of inappropriate materials. Consultants who are not on duty have the same status as any other user, and it is expected that they would use good judgment in setting an example for others.

• Emergency Situations

Overheating
Should the room temperature reach 85 degrees or higher, contact the site managers IMMEDIATELY. Email operator@eden or @remus regarding imminent danger to the machine. If the temperature reaches 90 degrees, the lab will be shut down along with the servers in order to preserve the machines. **MAKE SURE YOU GET HOLD OF THE SITE MANAGERS BEFORE YOU DO ANYTHING!**

Fire Alarm
If the fire alarm goes off, do not panic. Calmly ask everyone to collect their belongings, and leave the lab in an orderly fashion. Secure the lab by making sure the doors are closed and locked, then exit the building.

Fire in the Lab
In case of fire in the lab, you must be familiar with the location of both fire extinguishers and alarms. **DO NOT TRY TO BE A HERO.** If the fire cannot be quenched or controlled with an extinguisher, pull the alarm, clear users out of the lab, and contact the site manager.

• Conclusion

The procedures and policies published in this document are not intended to cover everything you will need to know to be the perfect consultant. They are general topics which can be applied to consultants at any site. When you receive your site/shift assignment, you will be given additional information that will illustrate site-specific procedures, as well as other rules and regulations. Good luck!

- Contact Numbers

Busch Campus
David Kleiner, Campus Supervisor   445-5807
    dkk@nbcs   Pager: 954-7290

Allison Road Classroom Building (hill_lab@email) 445-2273
Digital Media Lab (digital_lab@email) 445-3129
Library of Science and Medicine 445-4933
I/O Counter 445-2410
Manager's Office 445-2760
   Pager Numbers:
     Anamika Gajjar, *Manager* 498-0423
       ana@nbcs
     Jyoti Agarwala, *Assistant Manager* 954-8072
       jagarwal@nbcs
     Lienoshka Cintron, *DML Asst. Manager* 633-7451
       lucky1@nbcs
     Adam Colon, *Assistant Manager* 954-8076
       acolon@nbcs
     Edward Marshall, *Assistant Manager* 954-9667
       edmars@nbcs
     Ron Postrelch, *Assistant Manager* 712-3382
       night@nbcs
     Teddi Roberts, *Assistant Manager* 954-8074
       teddi@nbcs
     Leroy Wilkins, *DML Asst. Manager* 712-0617
       leroyw@nbcs

College Avenue Campus
Jacqueline Guenther, Campus Supervisor 932-8098
    fraulein@nbcs   Pager: 724-1326

College Avenue Computing Center (cacc_lab@email) 932-8541
Rutgers Student Center 932-5007
Satellite 932-8195
Manager's Office 932-8317
   Pager Numbers:
     Dave Torres, *Manager* 633-7428
       enigma@nbcs
     Robert Bowell, *Assistant Manager* 569-1432
       bowell@nbcs

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Vouchers → ₴→ ⬇Elizabeth Licholai, *Assistant Manager*   569-1439
licholai@nbcs
Payments

Dan Stieglitz, *Assistant Manager*   724-1020
stiegld@nbcs

Adrian Walters, *Assistant Manager*   724-0180
awalters@nbcs

Colin Yen, *Assistant Manager*   712-3314
psion@nbcs

Cook/Douglass Campuses

JT Chirco, *Campus Supervisor*   246-7398
jt@nbcs   **Pager: 633-7305**

Cook Campus Computing Center (cook_lab@email)   932-7580
C/D Computing Center, Loree (loree_lab@email)   932-9750
Douglass College Center Lab   932-1964
Douglass Library Computer Lab   932-5024
Manager's Office   932-8498
Pager Numbers:

Michelle Boudreau, *Manager*   569-1433
mnb@nbcs

Dann Kopko, *Manager*   712-0916
kopko@nbcs

Matthew Balogh, *Assistant Manager*   724-0277
mkbalogh@nbcs

Daniel Brickhouse, *Assistant Manager*   916-6686
dcb@nbcs

Ann Lim, *Assistant Manager*   498-4536
kalim@nbcs

Gigi Lin, *Assistant Manager*   375-2093
gigilin@nbcs

Livingston Campus

William Greenhalgh, *Campus Supervisor*   445-2470
whg@nbcs   **Pager: 712-0224**

Livingston Computing Center, Tillett   445-3465
(tillett_lab@email) and Manager's Office
Pager Numbers:

Ahsun Saleem, *Manager*   569-1434
haasg@nbcs

Larry Tiankee, *Manager*   569-1435
lt7278@nbcs

Ivan Aggabao, *Assistant Manager*   569-1431
ivanagga@nbcs

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CCF Support (ccf_support@email)   445-2491
    Caroline Phillipuk, *Manager*
      puk@nbcs   Pager: 498-4222
Information Center   445-2296
UNIX Operations (eden)   445-2293
UNIX Operations (remus)   445-2443
Computer Repair Group (NICR)   445-5000
RU Telephone Repair   445-2452
Emergency (accident, medical, fire, or police)   932-7111
        (theft or vandalism)   932-7211
Student Information and Assistance   932-9090